



eAssist.[®]
DENTAL SOLUTIONS

Success Consultant Compensation Guide



DENTAL BILLING

Compensation

We will always ensure that each office is serviced by a team of two Success Consultants, with one serving as the Lead Success Consultant. Sometimes there are more than two people servicing an office and the % of commission split will vary. The example below details a 2-person team to explain the formula that is used. Again, this is only an example and the % may vary based on number of team members and/or agreed upon responsibilities. Please discuss what your commission will be for each office with the Launch Team and Team Leader prior to starting.

Below is the tiered Insurance Billing structure for our clients:

STARTUP	SMALL	MEDIUM	LARGE	ENTERPRISE
SIZED DENTAL OFFICE	SIZED DENTAL OFFICE	SIZED DENTAL OFFICE	SIZED DENTAL OFFICE	SIZED DENTAL OFFICE
\$25,000	\$40,000	\$100,000	\$150,000*	
\$750/mo	\$1,250/mo	3.5%	3.0%	2.5%
If the office's insurance collections are below \$25,000/month and there is no existing insurance AR, the fee for this service is \$750/month.	If the office's insurance collections are under \$40,000/month, the fee for this service is \$1250/month	If the office's insurance collections are between \$40,000 and \$100,000/month, the fee for this service is 3.5% of the total insurance collections.	If the office's insurance collections are between \$100,000 and \$150,000/month, the fee for this service is 3.5% of the first \$100,000 and 3.0% of the remaining up to \$50,000 total insurance collections..	If the office's insurance collections are over \$150,000/month, the fee for this service is 3.5% for the first \$100,000, 3.0% for the next \$50,000 and 2.5% for anything over \$150,000 insurance collections.

Standard Compensation Structure for Dental Billing

The typical payment arrangement is that independent contractors servicing an office receive the first \$250.00 of their monthly commission on the 10th of the month and the remaining commission is paid on the 25th of each month. Payments are made in arrears for work done the prior month. Payments may be prorated, based on when you started working for the office.

Offices with 2 team members – 50/50 Split

For teams with 2 team members, the best practice is to split commission and responsibilities 50/50. The best eAssist teams share responsibilities in order to do what's best for the client. This means the team shares sending claims, posting payments, and working aging.

Unless specially agreed to, for Dental Billing, the base commission split between the team of Dental Billers and eAssist is 60/40 (60% goes to the Dental Billing Team and 40% stays with eAssist). This is the baseline commission split. Every Success Consultant has the ability to earn a 5% bonus on every single Dental Billing office they service. This is the Balanced Scorecard (BSC) bonus. When you achieve the BSC bonus the commission split is 65/35. In addition to the BSC bonus, for every continuous year of service with your client, you get an additional 1% bonus when you achieve the BSC bonus. What this looks like is if you have been working the Lakeview office for 2 continuous years and you achieved the BSC bonus in October, your commission would be 67% (60% baseline + 5% BSC bonus + 2% tenure bonus).

The split of the commission that remains with eAssist pays for all eAssist support functions; eAssist IT Team, Team Leader assigned to the office, Sales cost for bringing on the client, etc.

Formula: Office insurance collection total x billing rate (depends on collection amount) x 60%
Example: If an office collects \$50,000 in insurance, they are billed 3.5%, which is \$1750.00
Team is splitting commissions 50/50 = \$875 per person
Lead Success Consultant commission (50% team split, 60% eAssist split) is $\$1750 * 50\% = \$875 * 60\% = \$525$ \$250 paid on 10th of the month \$275 paid on 25th of the month
Success Consultant commission (50% team split, 60% eAssist split) is $\$1750 * 50\% = \$875 * 60\% = \$525$ \$250 paid on 10th of the month \$275 paid on 25th of the month
The above goal does not account for the Balance Scorecard (BSC) or tenure bonus. In order to find the monthly commission when you achieve the BSC bonus, replace the 60% in the equation with 65%.

PATIENT BILLING

Patient Portion 2.0 Pay Structure:

Below is the tiered Patient Portion billing structure for our clients. These fees are based on total office collections.

STARTUP	SMALL	MEDIUM	LARGE	ENTERPRISE
SIZED DENTAL OFFICE	SIZED DENTAL OFFICE	SIZED DENTAL OFFICE	SIZED DENTAL OFFICE	SIZED DENTAL OFFICE
\$40,000	\$100,000	\$150,000	\$200,000*	
\$500/mo If the office is collecting under \$40,000/month, the base price is \$500/month	\$750/mo If the office is collecting between \$40,000 and \$100,000/month, the base price is \$750/month	\$1050/mo If the office is collecting between \$100,000 and \$150,000/month, the base price is \$1050/month.	\$1450/mo If the office is collecting between \$150,000-\$200,000 / month, the base price is \$1400/month	Please contact us for pricing if the office is collecting over \$200,000/month

The independent contractor(s) is paid a flat monthly commission equal to 75% of the office billed amount. This is paid on the 25th of the following month.

- Ledger Audits are reimbursed at \$9.00 per audit, by request from the office
- IC is paid Postage and handling for all customized letters sent to patients: .59 per letter

Patient Portion payment tier

	TIER 1	TIER 2	TIER 3	TIER 4	TIER 5	TIER 6
Fee to the client	500	750	1050	1400	1800	2250
PP AM compensation	350	526	738	988	1275	1600

INSURANCE VERIFICATION

Insurance Verification Pay Structure:

Compensation is 80% of the Total Invoiced Amount to the Office & paid on the 25th of the following month of services. The allocation of this percentage will be based on a weighted system per classification of verification entered into the daily report by each IV AM.

The IV Support Managers are compensated at 15% of the team commission amount, this is something that the team pays for. If the team feels that they need or want the IV SM on the account for an additional 30 days, their commission will be reduced to 10%.

Commission is Based on the Daily Reports Submitted

Weighted System

- Failed IV = 1 Point
- Standard IV = 4 Points
- Premium/ Extensive IV = 6 Points
- ASAP IV = 8 Points

Example:

- Invoice to the client = \$1,022.50
- Amount paid to the team = \$1022.50 ($\$1022.50 * 80\% = \818.00)
 - **IV SM** → $\$818.00 * 15\% = \122.70
 - Office Total Completed Verifications → Total points = 502
 - ASAP- 12, Extensives- 8, Standard- 88, Failed- 6
- IV SC #1 → Completed Verifications = 264 points
 - ASAP- $2 * 16 = 16$ points
 - Standard- $51 * 4 = 204$ points
 - Extensive- $7 * 6 = 42$ points
 - Failed- $2 * 1 = 2$ points
- IV SC #1 Weighted % → $(\text{Completed Points}/\text{Total Office Points}) * (100\% - 15\%)$
- IV SC #1 → $(264\text{pts}/502\text{pts}) * (85\%) = 44.70\%$
- **IV SC #1 Commission** → $\$1022.50 * 80\% * 44.70\% = \365.65
- IV SC #2 → Completed Verifications = 238 points
 - ASAP- $10 * 8 = 80$ points
 - Extensive- $1 * 6 = 6$ points
 - Standard- $37 * 4 = 148$ points
 - Failed- $4 * 1 = 4$ points
- IV SC #2 Weighted % → $(\text{Completed Points}/\text{Total Office Points}) * (100\% - 15\%)$
- IV SC #2 → $(238\text{pts}/502\text{pts}) * (85\%) = 40.30\%$
- **IV SC #2 Commission** → $\$1022.50 * 80\% * 40.30\% = \329.65
- Total Amount paid to team → $\$122.70 + 365.65 + 329.65 = \818